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SERVER ADMINISTRATION

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The Department of Technology Services (DTS) Server Administration product is the management of servers in a State. It includes installation, deployment, maintenance and support of the operating system (OS) and the web and application server software. While the customer is responsible for securing proprietary software and software maintenance, hardware, and hardware maintenance, the server administrator will work with the vendor's support team to provide local support. Security revisions, version upgrades, and other services required for maintaining the safety and peak functionality of the server are performed by professional system administrators.

This rate comprises the people costs associated with server administration. It covers personal services and current expenses. It does not include hardware and software, which is the responsibility of the customer except in cases where complete solutions are acquired through other hosting products and services not part of this server administration product.

PRODUCT FEATURES AND DESCRIPTIONS	
FEATURE	**DESCRIPTION**
Operating System Administration	Revisions and patches will be installed as directed and scheduled by the agency. Security patches will be applied as they become available.
Application Server Administration	Revisions and patches will be installed as directed and scheduled by the agency. Security patches will be applied as they become available.
Web Server Administration	Revisions and patches will be installed as directed and scheduled by the agency. Security patches will be applied as they become available.
Initial OS Installation	The Operating System will be installed per the direction of the agency.
Root Access	System Administrators take full responsibility for the operational health of the server, as they maintain sole root access.
General Functions and Duties	Monitoring of system performance, management of environment characteristics including: • load balancing • clustering • security • capacity planning

	• engineering solutions • availability requirements	• deployment • day-to-day operations
Trouble-shooting	Work with the customer to analyze, recommend, and implement solutions to improve the operational efficiency of applications in the server environment.	

FEATURES NOT INCLUDED

FEATURE	EXPLANATION
Agency Application Support	Server Administration does not include application support for application functionality, fixes and modifications.
Equipment or Software Replacement	This product does not provide for the replacement of equipment or software.
Problem Resolution	Problem resolution does not include re-writes, fixes, or modifications to applications. It is not the responsibility of administrators to fix deficiencies inherent to the operating systems, other server support systems, or security patches approved by the customer for deployment or ordered by the customer to address security or system compatibility.

RATES AND BILLING

FEATURE	DESCRIPTION	BASE RATE
Monthly Charges	Server Administration Charge	$335.00/month
Other Charges	Services beyond the scope of this product when agreed and approved by the customer (This type of charge would be documented and agreed to within a special billing agreement-SBA).	$75.00/hour

ORDERING AND PROVISIONING

An order form is available on the *dts.utah.gov* web site. Select *Services*, then *Product Categories*, then *Hosting Services*, and finally, *Server Administration*. Click the *Order* button. If you would like assistance, please contract your Customer Relationship Manager (CRM). A System Administrator will contact the person designated in the order form to discuss the requirements. Once those services are defined, DET Operations will work with the agency to bring the agency's server through the Operations Acceptance Testing process. After that process is completed, DET assumes operational responsibility for the components agreed to, and billing begins.

DTS RESPONSIBILITIES

Understand the needs and requirements of the customer.

Promptly inform the customer of any outages or problems discovered.

Repair outages on a best effort basis and according to SLA agreements established and agreed upon with the customer and DTS.

CUSTOMER RESPONSIBILITIES

Provide DTS with a written and signed description of the work to be performed with the expected date of completion (Statement of Work).

Provide DTS with the agency name, technical contact information, and the ELCID code to be used for billing purposes.

Submit all requests and problems through the DTS Service Desk or by contacting your Customer Relationship Manager (CRM).

GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at http://dts.utah.gov/servicedesk/index.html. Published "Business Hours" for the DTS Service are 7:00 AM-6:00 PM, Monday-Thursday. Hours of support/on-call coverage varies by agency/division/region and product.

Incident Response and Resolution Targets

Time to Initial Response Targets	% Tickets	Total Time to Resolution Targets	% Tickets
Low priority – 1 Business hour	75%	Low priority - 6 Business hours	75%
Medium priority – 1 Business hour	75%	Medium priority - 3 Business hours	75%
High priority – Attempt Warm Transfer	90%	High priority - 4 Clock hours	75%
Urgent priority – Immediate Warm Transfer	95%	Urgent priority - 3 Clock hours	100%

Customer Satisfaction Surveys and Reporting

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

Periodic reports will be created showing the level of satisfaction with resolution of incidents by specific support groups and the level of satisfaction of users by agency.

Customer Satisfaction Targets

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.2 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied